



Wisconsin Food Stamp Program Fact Sheet

Quality Assurance and Your Review

Purpose of Quality Assurance

The purpose of Quality Assurance (QA) Reviews is to make sure that the Food Stamp program is following the guidelines set by the federal government. By reviewing randomly selected cases, a determination can be made on whether or not the county/tribal social or human services departments are running the Food Stamp program correctly.

The reviews are used as a management tool to find problem areas in the program. The Department of Health and Family Services (DHFS) looks at review results to find out why mistakes are made. This helps identify what actions are needed to reduce errors. Reviews are required to see if:

- The Food Stamp program is being run according to law.
- The county economic support worker handled your case correctly.
- The information in your case file is correct.
- You are receiving the benefits you are entitled to receive.

Quality Assurance Process

A Quality Assurance (QA) specialist does the review. The specialist will go over the actions taken by the county/tribal social or human services department on your specific case record. After the specialist goes over the case record you will be contacted to set up an interview. To ensure that the information in your case record is correct, the specialist may contact other sources such as banks, landlords, or employers to verify needed information.

Any person including any financial institution, credit reporting agency, employer, or educational institution is authorized by s. 49.22(2m), Wisconsin Statutes, to release information needed to substantiate the information you provided for your food stamp eligibility.

At the QA interview you will be asked to sign a written release of information. This authorization form allows the QA specialist to make the contacts required to establish your household's food stamp eligibility.

You must provide necessary information to the specialist. If you do not cooperate with the QA specialist, your food stamp case may be closed until you cooperate, or until a sanction period expires. You will be informed of how long your case may be closed, according to the Federal Code of Regulations 7 CFR 275.12(g)(1)(ii)..

Once the QA specialist has reviewed all the information from your case record, your personal records, or other sources, a decision is made on whether or not your benefit was issued correctly. If an error is found in your food stamp benefits, you will be notified by your local county/tribal social or human services department about any change in benefits.

You will have the right to appeal any change in benefits or any sanction for not cooperating with the QA review. You will receive appeal information at the time either of these actions occur.

Your Case May Also be Selected for a Federal Review

The results of the review are sent to the Food and Nutrition Service with the federal government. Federal quality control reviewers re-review some cases that have been randomly selected. A re-review is a case already reviewed by the state that has also been selected for review by the federal government. You are required to cooperate with federal reviewers if they contact you.

Assured Confidentiality

The information you provide will only be used by staff members who administer assistance programs to determine eligibility and other staff members authorized by law. This information will legally and permanently remain as property of the State of Wisconsin.

Your Rights

You have the right to:

- See any public and private information collected about you.
- Challenge facts in your file that you believe are not correct or complete.
- See your entire case file, except some types of information that are legally classified as confidential.

For More Information Contact:

- Your local county/tribal social or human services department.

Information provided in this document is general. To find out more detailed information regarding Quality Assurance and Your Review, please contact your local county/tribal social or human services department.

The Department of Health and Family Services is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, please contact (608) 266-3356 (voice) or (608) 266-2555 (TTY). All translation services are free of charge.

For civil rights questions, call (608) 266-3465 (voice) or (608) 266-2555 (TTY).

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